Seniors and Community Supports

BUSINESS PLAN 2005-08

ACCOUNTABILITY STATEMENT

The business plan for the three years commencing April 1, 2005 was prepared under my direction in accordance with the *Government Accountability Act* and the government's accounting policies. All of the government's policy decisions as of March 21, 2005 with material economic or fiscal implications of which I am aware have been considered in preparing the business plan.

The Ministry's priorities outlined in the business plan were developed in the context of the government's business and fiscal plans. I am committed to achieving the planned results laid out in this business plan.

[Original Signed]

Yvonne Fritz, *Minister of Seniors and Community Supports*
March 24, 2005

THE MINISTRY

The Ministry consists of the Department of Seniors and Community Supports, the Persons with Developmental Disabilities (PDD) Boards, and the Alberta Social Housing Corporation.

The Department consists of the following six divisions: Seniors Services; Income Support for Persons with Disabilities, which includes the Assured Income for the Severely Handicapped (AISH) program; Housing Services; Strategic Planning and Supportive Living; Community Support Systems; and Strategic Corporate Services. The Department provides administrative, planning and research support to the Seniors Advisory Council for Alberta and the Premier's Council on the Status of Persons with Disabilities.

The Provincial PDD Board is an agent of the Crown as established by the *Persons with Developmental Disabilities Community Governance Act*. The Alberta Social Housing Corporation is an agent of the Crown established under the authority of the *Alberta Housing Act*. The corporation operates primarily as an administrative entity for holding housing assets, including mortgages.

105-04941/

VISION

A vibrant province where all Albertans live with dignity as full participants in society and experience the best possible well-being and independence.

MISSION

To provide supports, services, programs, information and strategic planning that contribute to the inclusion, well-being, and independence of seniors, persons with disabilities, and persons in need of housing supports.

LINK TO THE GOVERNMENT OF ALBERTA STRATEGIC BUSINESS PLAN

Seniors and Community Supports' core businesses support the strategies in the Government of Alberta's Strategic Business Plan for making Alberta the best place to live, work and visit, as well as the Government of Alberta's Business Plan Goals:

- Albertans will be healthy.
- Albertans will be self-reliant and independent and those unable to provide for their basic needs will receive help.
- The vitality and independence of Alberta's seniors will be supported.
- Alberta will have supportive and sustainable infrastructure that promotes growth and enhances quality of life.

SIGNIFICANT OPPORTUNITIES AND CHALLENGES

Seniors and Community Supports focuses on: seniors; persons with disabilities; adults with varying degrees of vulnerability due to frailty, illness or disease; and persons in need of housing supports. In its strategic planning process, the Ministry recognizes the diversity and breadth of its client population. For example, the seniors population spans more than two generations, with an age range from 65 to more than 100 years, and varying skills, abilities, support systems, living arrangements and levels of health. Persons with disabilities are similarly diverse; disabilities vary widely in cause, duration and effect on a person's life. Persons in need of housing supports include working people, as well as those with mental and physical disabilities, those with addiction disorders and families fleeing abuse.

In serving this diverse client base, Seniors and Community Supports has many opportunities to work with other ministries and levels of government, and to partner with community organizations within an environment that values collaboration and cooperation. The Ministry also delivers a number of strong programs, which form a firm foundation for enhancements. These opportunities enable the Ministry to address many factors in the external environment in its strategic planning efforts. Some of these factors are as follows:

SENIORS

- Alberta's population is aging; in particular, seniors aged 80 and over are the fastest growing population group. Alberta will need to prepare its programs, services and infrastructure to address the challenge of an aging population and future seniors who may have different skills, abilities and expectations from current seniors.
- There is a need to promote seniors' safety through development of standards and expectations for accommodation in supportive living and long-term care.
- Safeguards need to be strengthened to prevent physical, emotional, sexual and financial abuse of vulnerable adults.
- Affordable supportive living options are required to enable lower and moderate income seniors to age with dignity and security in the community, and to reduce pressure on long-term and acute care facilities.
- There is a need to partner with other ministries, regional health authorities, public and private housing operators and communities to coordinate and monitor the expansion of new models of supportive living.

- Options for aging in the community need to be accompanied by supports such as health services, housework assistance, daily living aids, or transportation that facilitate continued contribution and participation in society.
- Income support programs need to recognize that seniors have relatively fixed incomes, with limited capacity to adjust to rising living costs, changes in provincial and federal programs, and sudden and unpredictable expenses.

PERSONS WITH DISABILITIES

- Persons with disabilities continue to face significant challenges in pursuing education and employment, and in participating and being fully included in the social, economic and cultural life of the province.
- Caseloads for the Assured Income for the Severely Handicapped (AISH) program are increasing due to a growing and aging population; cost per case is also increasing due to rising medical and pharmaceutical costs. The caseload has increased from 16,368 cases in 1994-95 to 31,450 cases in 2004-05.
- Increases in basic living costs have resulted in a need to increase the financial benefit to better meet the needs of persons eligible for AISH.
- Government-supported programs and services for persons with disabilities require increased coordination and integration.
- Increasing needs are being generated by the aging of persons with disabilities.
- Office of the Public Guardian cases are becoming more complex as a result of greater decision-making choices and increased service needs.

HOUSING

- Many urban, rural and remote communities in Alberta lack affordable housing due to low vacancy rates, minimal development of new affordable rental housing, high growth communities and increasing operating costs. As a result, many low-income working Albertans often pay more than 50% of their household income for housing related costs compared to the standard guideline of no more than 30%.
- The needs of people who are homeless are often complicated by other challenges including unemployment, lack of life skills, poverty, family breakdown, mental illness and substance abuse.
- Communities are in the best position to address housing and should be given the opportunity to lead the process in addressing housing needs in their respective communities or regions in collaboration with the public, private and non-profit housing sectors.
- Community housing plans will need to demonstrate flexibility and financial sustainability while identifying a range of shelter and related services. These must be coordinated to support an individual's progression to independent community living. Flexibility will be achieved through financial and non-financial support to address local housing conditions.
- Financial sustainability will be achieved through a range of options, including one-time funding interventions and land contributions that reduce or eliminate capital debt for community-based organizations.

In meeting its challenges and building on opportunities, the Ministry will need to direct resources to providing income and other supports; promoting independent living; facilitating the development of housing to provide clients with choice; developing and monitoring protective mechanisms such as standards and legislation; promoting the inclusion of all Albertans in the economic, social and cultural life of the province; and improving coordination of services and programs.

STRATEGIC PRIORITIES 2005-08

Through the Ministry's review of environmental factors, the strategic priorities described below have been identified. These are in addition to the important ongoing core activities of the Ministry.

1. **Prepare for an aging population**

   Linkage: Goals 1, 2, 3, 8 and 9

   The Ministry will partner with other ministries, other levels of government, and community organizations to facilitate or contribute to initiatives that encourage and enable Alberta's citizens and institutions to prepare for an aging population. The Ministry will build on work completed or underway in existing government initiatives and strategic plans, and identify gaps that need to be addressed in areas such as financial and retirement planning; housing needs for a growing population of seniors; healthy aging and wellness; safety and security; and transportation.

2. **Renew the Assured Income for the Severely Handicapped (AISH) program**

   Linkage: Goal 4

   Albertans with a severe and permanent disability are finding it more difficult to meet their basic needs. Following extensive consultation and after receiving many submissions, the Government MLA AISH Review Committee put forward a number of recommendations to improve the AISH program. Subsequent to the government approval process, the Ministry will implement approved recommendations to renew AISH so that the program is more responsive to client needs.

3. **Respond to the Alberta Disability Strategy**

   Linkage: Goals 4 and 5

   To improve the coordination of policies and programs for Albertans with disabilities, the Ministry will continue to work with other involved ministries in responding to the Alberta Disability Strategy. In particular, the Ministry will focus on the Alberta Disability Strategy's call for a more holistic, responsive and accountable framework to support innovative, cost-effective and coordinated services for persons with disabilities.

4. **Build a coordinated delivery system**

   Linkage: Goals 4 and 5

   The Ministry will work with other ministries, other levels of government, and the community to build a coordinated system to assist the provincial government in delivering services to persons with disabilities.

5. **Coordinate family and special purpose housing and related services to help address gaps in the housing continuum**

   Linkage: Goals 6 and 7

   The housing continuum is a range of accommodation including emergency, transitional, social, affordable, and market accommodation. In addressing gaps in the housing continuum, the Ministry will work with other ministries, other levels of government, community organizations, and the private sector to coordinate housing and related services. This will support a progression to independent community living.

6. **Develop flexible and sustainable housing initiatives for lower-income Albertans**

   Linkage: Goals 6 and 7

   The Ministry will support housing based on the principles of:

   - Sustainability – Provide one-time capital funding to community organizations and agencies for the development of affordable housing that does not require ongoing operating subsidies;
   - Flexibility – Give communities the opportunity to take a leadership role in determining and developing plans to help address their local housing needs; and
   - Collaboration – Encourage the public, private and non-profit housing sectors to work together to develop locally-based, sustainable housing initiatives.

7. **Contribute to sustainable, quality and affordable supportive living and long-term care**

   Linkage: Goals 1, 3 and 8

The Ministry will co-champion the Health Innovation and Wellness cross-ministry initiative with Health and Wellness; Infrastructure and Transportation and Finance. The focus of the Ministry's work will be on supporting the shift to supportive living from long-term care accommodation, facilitating the development of affordable supportive living options, and maintaining quality supportive living and long-term care accommodation services. In addition, the Ministry will work towards adjusting long-term care accommodation rates in a fair and incremental way.

8. **Review the *Dependent Adults Act* and the *Personal Directives Act***

   Linkage: Goal 9

The Ministry will conduct comprehensive reviews of two Acts. The *Dependent Adults Act* has not been reviewed since its inception 25 years ago. As the *Personal Directives Act* links closely with the *Dependent Adults Act*, it will be reviewed at the same time. The reviews will include extensive public and stakeholder consultation and examine how guardianship and trusteeship tools may be updated or modernized. The option to develop a Personal Directive registry will also be explored.

CORE BUSINESSES, GOALS, STRATEGIES & PERFORMANCE MEASURES

Core Business One: Providing services, programs, and planning for seniors and the aging population

GOAL ONE

Seniors in need have access to financial supports that enable a secure and dignified way of living

What it means

Seniors need to have sufficient income to meet their basic needs. These needs include the ability to maintain independence and choice; and to continue participating in and contributing to community activities.

The Alberta Seniors Benefit is an income-based program that provides monthly cash payments to eligible lower-income seniors to assist them with their basic needs. The Special Needs Assistance for Seniors program provides a lump-sum cash payment to eligible seniors who demonstrate they are experiencing financial difficulties in meeting one-time, extraordinary expenses above their basic living requirements. For seniors who access the Special Needs Assistance for Seniors program, speedy assessment of applications is important. Starting in 2005, eligible seniors will receive dental and optical benefits and assistance with school property taxes.

Strategies

1.1 Implement enhanced financial, dental and optical, and property tax relief programs for seniors.

1.2 Continue to identify potential improvements to income-based seniors' benefits that are responsive to changing needs, and that result in improved fairness and simplified eligibility and administration.

1.3 Examine new approaches to providing supports for seniors that respond to individual needs.

Performance Measures	Last Actual (2003-04)	Target 2005-06	Target 2006-07	Target 2007-08
1.a Percentage of seniors provided with the opportunity to apply for Alberta Seniors Benefit.	99%	100%	100%	100%
1.b Assessment time in working days for Special Needs Assistance for Seniors program applications.	20 days	15 days	15 days	15 days

GOAL TWO

2 Seniors, families of seniors, and service providers have access to accurate, timely information on programs and services for seniors

What it means

Quality information about programs and services enables seniors, their family members, future seniors and service providers to learn about supports for which seniors may be eligible; and assists them in making wise choices concerning housing, health service needs and other matters affecting their lives.

Seniors and Community Supports provides information through telephone access, publications such as *Seniors Programs and Services Information Guide*, the Ministry website, seniors information services offices and correspondence.

Strategies

2.1 Review the delivery of information services to seniors, their families and service providers to ensure that the information provided is consistent and accurate.

2.2 Identify new opportunities for educating communities, service providers and individuals on programs and services relating to seniors.

Performance Measure	Last Actual (2003-04)	Target 2005-06	Target 2006-07	Target 2007-08
2.a Satisfaction with information services provided by telephone access.	86.4%	93%	93%	93%

GOAL THREE

3 Government policies, programs, and plans anticipate and respond to the needs of seniors today and in the future

What it means

The Ministry engages in strategic planning, research and analysis of social, economic, and political trends, emerging issues, and policies and programs within Alberta, across Canada and globally.

The knowledge resulting from these activities enables the Ministry to provide sound expertise, support and leadership across government, and to ensure any potential impact of proposed program or policy initiatives on seniors today and in the future is fully understood. This knowledge, and collaboration with other ministries, other levels of government and community stakeholders, will assist the government in developing policies, programs and plans that are sustainable and responsive to seniors.

Strategies

3.1 Develop approaches to encourage adult Albertans to make sound financial decisions to prepare them for self-reliance and well-being in their senior years.

3.2 Work with Infrastructure and Transportation to prepare for the aging of the driving population.

3.3 Develop a complementary provincial strategy on preventing the abuse of seniors in families through the cross-ministry strategy for the prevention of family violence and bullying.

3.4 Work with federal, provincial and territorial jurisdictions to advance strategies for supporting family caregivers, promoting healthy aging, researching the cumulative impact of costs on seniors, and to review the National Framework on Aging.

Performance Measure	Last Actual (2003-04)	Target 2005-06	Target 2006-07	Target 2007-08
3.a Satisfaction of departments and agencies with the Ministry's collaborative activities, and contribution to joint initiatives regarding seniors' issues.	72%*	90%	90%	90%

* Measure revised for 2005-08. Actual measure for 2003-04 was "Satisfaction of departments and agencies with the Ministry's leadership and collaboration, and with the information, advice and analysis received."

Core Business Two: Providing supports, services and planning for persons with disabilities

GOAL FOUR

Albertans with a severe and permanent disability have access to funding to meet their basic shelter, food, health and personal needs

What it means

Some Albertans with a severe disability are unable to work to support themselves and require assistance from the government to meet their basic needs. Some have significant health costs related to their disability, including high prescription drug costs.

The Assured Income for the Severely Handicapped (AISH) program provides financial and health benefits to adults with a permanent disability that severely impairs their ability to earn a livelihood. This allows them to meet their basic living needs and to be as independent as possible. The level of benefits received depends on the recipient's income and assets.

Almost 32,000 Albertans receive AISH benefits. The AISH benefit includes a financial benefit and comprehensive health benefits. The health benefits include premium-free Alberta Health Care Insurance, exemption from Alberta Aids to Daily Living co-pay fees, and coverage for prescription drugs, optical care, basic dental care, emergency ambulance services and essential diabetic supplies.

Strategies

4.1 Provide income support and health benefits to meet the basic needs of Albertans who are eligible under the Assured Income for the Severely Handicapped (AISH) program.

4.2 Implement the approved recommendations from the Government MLA AISH Review Committee to renew the AISH program following government approval processes, to ensure responsiveness to client needs and program affordability.

4.3 Coordinate the implementation of the approved recommendations from the AISH review through the cross-ministry Health Innovation and Wellness Initiative.

Performance Measure	Last Actual (2004-05)	Target 2005-06	Target 2006-07	Target 2007-08
4.a Eligibility decision time in working days for AISH applications.	30	25	25	25

GOAL FIVE

5 Albertans with disabilities have an opportunity to achieve full citizenship by inclusion in the social, economic and cultural life of the province

What it means

Full inclusion in the social, economic and cultural life of the province means that persons with disabilities are embedded into every aspect of the community as valued, participating and contributing community members. For example, persons with disabilities who are fully included will have the opportunity to participate in employment, recreational activities, volunteer work, education and other activities. Individuals will have access to the supports needed to achieve this inclusion.

Persons of all ages who live with disabilities face many challenges to full inclusion in Alberta's social, economic and cultural life. The recommendations of the Alberta Disability Strategy set out actions to improve the coordination, integration and effectiveness of over 30 Alberta government programs and services intended to eliminate obstacles to community inclusion. The Ministry's Office of Disability Issues works with other ministries and agencies in responding to the recommendations in the Alberta Disability Strategy for a more holistic, responsive and accountable framework to support innovative, cost-effective and coordinated services for Albertans with disabilities.

The Ministry also promotes the inclusion and participation of all persons with disabilities into community life through the provision of community support services, for example, under the Gaps in Service and Brain Injury initiatives.

In addition, the Ministry is responsible for the Persons with Developmental Disabilities Boards, which develop, maintain and deliver quality programs and services to persons with developmental disabilities. These programs assist persons with developmental disabilities to live, work and participate in community life.

Strategies

5.1 Respond to the Alberta Disability Strategy by having the Office for Disability Issues collaborate with other ministries to improve cross-government coordination of policy and provide more effective program delivery for Albertans with disabilities.

5.2 Pilot an integrated service delivery project to deliver provincial government services to persons with disabilities.

5.3 Contribute to the development of programs and services that support the needs of persons with disabilities by responding to the outcomes of the Gaps in Service Initiative, continuing to support and enhance the Alberta Brain Injury Initiative, and coordinating interdepartmental work on issues relating to the Alternative Communications Strategy.

5.4 Promote and facilitate community employment for adults with developmental disabilities.

5.5 Work with communities to increase inclusion of adults with developmental disabilities, especially in the areas of education and access to public transportation and community health services.

5.6 Work with other provincial ministries to promote inclusion and to improve access to general government services for adults with developmental disabilities.

5.7 Support opportunities for adults with developmental disabilities and their families to enhance their leadership and advocacy skills so that they can effectively influence programs and policies.

Performance Measures	Last Actual (year)	Target 2005-06	Target 2006-07	Target 2007-08
5.a Percentage of adults with developmental disabilities, supported by PDD-funded services, who exercise control over their lives.	94% (2003-04)	95%	95%	95%
5.b Satisfaction, by families/guardians of persons with developmental disabilities, with PDD-funded services.	89% (2002-03)	n/a*	91%	n/a*

* Not applicable as this is measured every two years.

New measure: "Percentage of persons with brain injury and/or other disabilities and their families/caregivers reporting they feel supported by Community Support Services." Baseline results will be reported in 2005-06.

Core Business Three: Supporting the provision and ongoing management of housing for lower-income Albertans

GOAL SIX

6 Provincially-owned and -supported housing is managed efficiently and effectively and utilized appropriately

What it means

The Ministry is the steward of a housing portfolio that gives lower-income Albertans access to a range of subsidized housing. Lower-income Albertans are those who are unable to pay full market rent for their accommodation. Subsidized housing in Alberta includes housing for low-income families and individuals, housing for persons with special needs, apartments for lower-income seniors and seniors' supportive housing facilities that provide additional services such as meals and housekeeping.

Seniors and Community Supports partners with the federal government, through the Canada Mortgage and Housing Corporation, to support the amortization and operating costs of many of the units in the Ministry's housing portfolio. The Ministry is accountable to Albertans to ensure this portfolio is managed appropriately. Through agreements with local housing authorities, the Ministry ensures that the portfolio is adequately maintained, provincial funds are accounted for and accommodation is targeted to individuals and families in need. In some cases, this means preparing community organizations to assume responsibility for sustainable housing delivery through the transfer of ownership to those organizations.

The Ministry also provides some funding to assist organizations operating emergency shelters and transitional housing for homeless and hard-to-house persons by offsetting part of their operating costs.

Strategies

6.1 Ensure effective governance structures are in place for the community-based provision of family, special purpose, and seniors' housing in urban, rural and remote communities.

6.2 Support the transfer of ownership and/or management of provincially-owned housing to public and non-profit housing entities to allow for better and more appropriate use of local housing resources.

6.3 Maintain a flexible approach to managing the Ministry's housing portfolio that takes into account changing resident needs.

6.4 Work with housing operators to ensure the housing portfolio is adequately maintained.

6.5 Monitor the operations and business practices of housing operators to ensure the operators are being economical and accountable.

Performance Measures	Last Actual (2003-04)	Target 2005-06	Target 2006-07	Target 2007-08
Quality of accommodation provided by housing operators, and where appropriate, services provided, as indicated by satisfaction of residents of:				
6.a Family housing.	76.6%	80%	80%	80%
6.b Seniors' lodges.	91.7%	93%	93%	93%
6.c Seniors' self-contained housing.	85.1%	93%	93%	93%

GOAL SEVEN

7 Lower-income Albertans have access to a range of housing options that will meet their needs

What it means

Many urban, rural and remote communities in Alberta lack affordable housing due to low vacancy rates, minimal development of new affordable rental housing, and increasing rental costs. At the same time, social housing waiting lists in many communities are growing and Albertans often have to wait more than a year to access public housing. Providing housing assistance to lower-income Albertans is essential for their well-being and that of their families, and for the development of sustainable communities.

The Ministry has responded to some of these needs. Through the Canada-Alberta Affordable Housing Program Agreement, the Ministry provides one-time capital grant funding to municipalities and to private or non-profit organizations to develop affordable housing. The proponents must ensure that the housing remains affordable for a minimum of 20 years without ongoing operating subsidies. To date, 2,368 units have been built under this Agreement. In support of the National Homelessness Initiative, the province has allocated $3 million annually since 1999 to seven designated communities to address the shelter needs of the homeless. Contributions from the provincial and federal governments have led to the creation of over 2,500 emergency, transitional, long-term, supportive and special purpose housing units, and to the provision of additional support services.

Strategies

7.1 Develop a set of guiding principles to support a continuum of housing and related services to promote the health and well-being of Albertans.

7.2 Encourage local communities to take a lead role in the development of community housing plans by identifying a range of shelter and related services coordinated to support progression to independent community living.

7.3 Encourage local communities to work in collaboration with the public, private and non-profit housing sectors to develop sustainable housing solutions.

7.4 Coordinate housing and related services for persons with special needs and those who are homeless to enable them to live independently.

7.5 Facilitate access to provincially-owned land for building affordable housing.

Performance Measure	Last Actual (2003-04)	Target 2005-06	Target 2006-07	Target 2007-08
7.a Number of affordable housing units developed with support from provincial funding.	872	880	880	1,200

New measure: Number of working days on social housing wait list for applicants who are determined to be in critical need. Baseline results will be reported in 2005-06.

Core Business Four: Providing supports to enhance choice and well-being for clients of the Ministry

GOAL EIGHT 8

Albertans in need of support have choices for independence, safety and well-being

What it means

Albertans value their independence and want to have choice wherever possible in how and where they live. Albertans who experience frailty, illness or disability may need support services to help them live as independently as possible. The Ministry facilitates the development of affordable supportive living projects and access to income supports to help cover costs of supportive living. In addition, the Ministry provides funding for basic medical equipment or supplies to assist persons with chronic or terminal illnesses to maintain their independence in their own homes or in home-like settings.

Through quality assurance, the Ministry works with its partners to develop and monitor standards for supportive living and long-term care accommodation. The Ministry also administers legislation, such as the *Protection for Persons in Care Act*, that assists in protecting persons in care who receive government-funded care services.

Strategies

8.1 Advance the shift from long-term care to supportive living by:

- 8.1.1 supporting the development of affordable supportive living, (e.g. through the Seniors Supportive Housing Incentive Program); and
- 8.1.2 improving the policies and programs that help lower-income persons cover costs of living in supportive living accommodation.

8.2 In partnership with other ministries, health authorities and facility operators:

- 8.2.1 establish and implement standards, monitoring mechanisms, and quality improvement processes for supportive living and long-term care accommodation; and
- 8.2.2 implement a mechanism to adjust long-term care accommodation fees to reflect economic factors such as increases in the cost of living and inflation.

8.3 Provide leadership in safeguarding vulnerable adults receiving care services by responding to the legislative review of the *Protection for Persons in Care Act*.

8.4 Participate in provincial initiatives to improve safeguards that assist in protecting vulnerable adults receiving care services.

Performance Measures

New measure: Number of affordable supportive living spaces for aging in place developed with support from provincial funding. Baseline data will be reported in 2005-06.

New measure: Quality of accommodation services provided in long-term care facilities, as indicated by satisfaction of residents/families/guardians. Baseline data will be reported in 2005-06. The Ministry will work towards a target of 93% satisfaction. This is the same as the target for measure 6.b, which measures satisfaction of seniors' lodge residents, and which indicated a last actual satisfaction level of 91.7% in 2003-04.

GOAL NINE

When needed, adult Albertans will have supports in making decisions that affect their personal lives

What it means

The Office of the Public Guardian is responsible for ensuring Albertans who require assistance with personal decision-making have access to appropriate decision-making options. Information, referral and support to individuals, service providers, agencies and other ministries on guardianship and personal directives are also provided.

Guardianship involves appointing a third party through the courts to make specific non-financial personal decisions for an individual. Personal decisions may include decisions about where to live; education and vocation; legal matters; surgery and other health matters; and end of life issues. Private guardianship by family members or other private individuals is seen in most cases to be in the client's best interests but, if no appropriate private party is available, the Public Guardian may be appointed as a last resort. Almost 10,000 Albertans require assistance in decision-making as a result of diagnosed conditions such as developmental disability, mental illness, diseases of aging or acquired brain injury.

Decision-making is also facilitated through personal directives, which allow an adult to prepare written instructions on personal matters, including the appointment of an agent to make personal decisions. A personal directive is activated if the person who prepared it becomes incapacitated due to illness or accident. The Office of the Public Guardian provides information and support to encourage Albertans to make personal directives.

Strategies

9.1 Implement the approved recommendations of the Office of the Public Guardian Mandate Review to develop a new model for public guardianship.

9.2 Conduct a review of the Community Involvement Program to ensure the delivery of supports for private citizens applying for guardianship are efficient, appropriate and effective.

9.3 Examine new roles for the Office of the Public Guardian related to providing training and support to private guardians.

9.4 Promote personal directives for adult Albertans.

9.5 Complete the legislative review of the *Dependent Adults Act* and *Personal Directives Act* in 2007, and implement changes approved by the Government.

9.6 Enhance electronic information tools to provide effective case management to better manage increasing caseloads of guardianship services provided by the Ministry.

Performance Measures	Last Actual (2002-03)	Target 2005-06	Target 2006-07	Target 2007-08
9.a Percentage of dependent adults with private guardians.	79%	80% or higher	80% or higher	80% or higher
Satisfaction with supports and decision-making services provided by the Office of the Public Guardian of:				
9.b Private guardians,	88%	90%	n/a*	90%
9.c Service providers.	89%	90%	n/a*	90%

* Not applicable as this is measured every two years.

New Measure: 9.d Dependent adults will be included in the survey of satisfaction with supports and decision-making services for the first time in 2005-06. Baseline results will be reported in 2005-06.

EXPENSE BY CORE BUSINESS
(thousands of dollars)

	Comparable 2003-04 Actual	Comparable 2004-05 Budget	Comparable 2004-05 Forecast	2005-06 Estimates	2006-07 Target	2007-08 Target
Providing services, programs, and planning for seniors and the aging population	224,871	241,126	271,211	337,141	346,822	353,850
Providing services, programs, and planning for persons with disabilities	834,850	887,618	887,547	990,839	1,084,146	1,119,099
Supporting the provision and on-going management of housing for lower-income Albertans	210,814	218,831	223,332	220,030	198,526	200,455
Providing supports to enhance choice and well-being for clients of the ministry	82,703	89,795	87,590	95,871	95,751	95,950
MINISTRY EXPENSE	1,353,238	1,437,370	1,469,680	1,643,881	1,725,245	1,769,354

MINISTRY STATEMENT OF OPERATIONS
(thousands of dollars)

	Comparable 2003-04 Actual	Comparable 2004-05 Budget	Comparable 2004-05 Forecast	2005-06 Estimates	2006-07 Target	2007-08 Target
REVENUE						
Transfers from Government of Canada	262,437	274,212	256,448	276,830	276,290	284,367
Investment Income	1,800	1,066	1,066	1,331	1,481	1,631
Premiums, Fees and Licences	1,329	880	880	1,095	1,095	1,095
Other Revenue	5,936	2,600	2,600	3,685	3,600	3,600
MINISTRY REVENUE	271,502	278,758	260,994	282,941	282,466	290,693
EXPENSE						
Program						
Alberta Seniors Benefit	185,334	206,005	236,005	249,017	251,717	251,717
School Property Tax Assistance	-	-	-	10,000	17,000	24,000
Special Needs Assistance	21,378	24,158	24,158	24,262	24,262	24,262
Seniors Optical and Dental Assistance	16,991	10,000	10,000	52,000	52,000	52,000
Assured Income for the Severely Handicapped	386,214	408,512	408,512	488,379	571,421	606,221
Assistance to Persons with Developmental Disabilities	439,450	468,114	468,114	489,349	499,344	499,344
Community Support Systems	7,577	8,869	8,869	9,423	9,423	9,423
Seniors Lodge Assistance	14,718	15,650	15,650	21,650	22,650	23,150
Family and Special Purpose Housing	38,278	32,002	32,002	48,725	53,125	57,425
Rent Supplement	14,029	15,017	15,017	15,017	15,017	15,017
Transitional Housing and Homeless Support	19,421	17,109	17,109	23,309	24,109	24,109
Canada / Alberta Affordable Housing	41,000	51,240	51,240	25,000	-	-
Alberta Social Housing Corporation	40,209	45,897	45,897	45,897	45,897	45,897
Supportive Living and Long-Term Care	2,638	2,234	6,734	5,087	4,987	4,987
Public Guardian Services	4,894	4,984	4,984	5,776	5,776	5,976
Ministry Support Services	4,324	4,966	4,966	8,363	8,463	8,663
Alberta Aids to Daily Living	74,292	81,149	78,959	83,459	83,459	83,459
Valuation Adjustments and Other Provisions	(1,032)	185	185	185	185	185
Program Expense	1,309,715	1,396,091	1,428,401	1,604,898	1,688,835	1,735,835
Debt Servicing Costs						
Alberta Social Housing Corporation	43,523	41,279	41,279	38,983	36,410	33,519
MINISTRY EXPENSE	1,353,238	1,437,370	1,469,680	1,643,881	1,725,245	1,769,354
Gain (Loss) on Disposal of Capital Assets	11,183	12,409	30,402	28,135	17,781	13,234
NET OPERATING RESULT	(1,070,553)	(1,146,203)	(1,178,284)	(1,332,805)	(1,424,998)	(1,465,427)

CONSOLIDATED NET OPERATING RESULT

(thousands of dollars)

	Comparable 2003-04 Actual	Comparable 2004-05 Budget	Comparable 2004-05 Forecast	2005-06 Estimates	2006-07 Target	2007-08 Target
Ministry Revenue	271,502	278,758	260,994	282,941	282,466	290,693
Inter-ministry consolidation adjustments	6,499	-	-	-	-	-
Consolidated Revenue	278,001	278,758	260,994	282,941	282,466	290,693
Ministry Program Expense	1,309,715	1,396,091	1,428,401	1,604,898	1,688,835	1,735,835
Inter-ministry consolidation adjustments	130	-	-	-	-	-
Consolidated Program Expense	**1,309,845**	**1,396,091**	**1,428,401**	**1,604,898**	**1,688,835**	**1,735,835**
Ministry Debt Servicing Costs	43,523	41,279	41,279	38,983	36,410	33,519
Inter-ministry consolidation adjustments	-	-	-	-	-	-
Consolidated Debt Servicing Costs	43,523	41,279	41,279	38,983	36,410	33,519
Consolidated Expense	1,353,368	1,437,370	1,469,680	1,643,881	1,725,245	1,769,354
Gain (Loss) on Disposal of Capital Assets	11,183	12,409	30,402	28,135	17,781	13,234
CONSOLIDATED NET OPERATING RESULT	(1,064,184)	(1,146,203)	(1,178,284)	(1,332,805)	(1,424,998)	(1,465,427)